

WATER-kommt aus der Leitung? Does it come from the tap? Wie gut ist es wirklich? How good is it really?

Editorial

Water quality standards

Quality, value & sustainability

Hygiene and cleanliness
throughout Europe

Rinse without worries

Interview with Hotel Ibis Bremen
Altstadt

The right water treatment

Practical report

Suggestions and tips from the water professionals



Editorial

Water experts today

ACCOR water quality standards fully in focus after eight years of the market!

The joint development of the Accor standards (see page 3) for operator safety in the cleaning and rinsing area has clearly paid off, even in terms of cents and euros.

Large hotels/groups, restaurants and catering companies, and communal catering in hospitals and homes have since been convinced of the economic benefits and the hygiene and cleanliness aspects. This remarkable standard is becoming established not only in Germany, but also throughout Europe, among all qualified professionals.

But not everyone is convinced yet: in their businesses, this means no polishing, no broken glass, no high operating and associated costs (repairs, maintenance,

There are still operators and suppliers who are missing the opportunity to adopt standards as necessary and targeted for their business!

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Quality costs money, but this investment pays for itself in no time! Hygiene and cleanliness are customer requirements, and returns are the reward!

Find out more, ask questions, do the math—it's worth it!

K. Klütsch

WAL KINTEC[®]

ON HOT HOT TOPIC!

EVERYTHING FROM A SINGLE SOURCE

CONSULTING PLANNING EXECUTION SERVICE



You can find this and other information on the subject of water in the current issue of the magazine "WASSERFIBEL - Welt des Wassers" (Water Alphabet - World of Water).

www.wasserfibel.com

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Water quality ACCOR standard

Subject: Water quality at ACCOR - Hotel industry

Consumers	Required water quality
Rack transport dishwashers	Filling with (blended) soft water, cold, 0-3° dH (via water softener) Rinsing with (blended) osmosis water, cold, 0° dH, blended to a conductivity of 15-80 µS/cm
Universal/pot dishwasher	As pot dishwasher (blended) soft water, cold, 0-3° dH (via water softener) As cutlery dishwasher (cut) osmosis water, cold, 0° dH, cut to conductivity of 15-80 µS/cm
Glass washing machines	(blended) osmosis water, cold, 0° dH, blended to a conductivity of 15-80 µS/cm
Hot air steamer	Aquamix blended water, see coffee machine, Ice cube maker with conductivity up to 250 µS/cm salt content or 3-4° carbonate hardness Alternatively -> (blended) soft water, cold, 0-3° dH (via water softener)
Variocookers, bain-maries, cooking kettles	(blended) soft water, cold, 0-3° dH (via water softener)
Coffee machines	Aquamix blended water -> osmosis water blended with soft water (blended to 250 µS/cm salt content or carbonate hardness of 3-4°) AQUAMIX ONLY IN CONJUNCTION WITH BLUEWAL CONCEPT SYSTEM!

Soft water, cold, blended to 0-3° dH if necessary:

Softened to a hardness of less than 0.5° dH using a softening system and then blended to a residual hardness of 0 to 3° dH, depending on requirements.

(Reverse) osmosis water, cold, diluted to a residual conductivity of 15-80 µS/cm:

Desalinated using a reverse osmosis system and blended with soft water to a conductivity of 15-80 µS/cm.

Aquamix blended water:

Desalinated using a reverse osmosis system and then blended in the Aquamix system, usually with soft water (alternatively with hard water), to a conductivity of up to 250 µS/cm or a carbonate hardness of 3-4° KH.

Quality, value & sustainability

Hygiene and cleanliness throughout Europe

Q Quality, value, and sustainability! For Hygiene and Cleanliness throughout Europe.

While in Germany, the wave of "stinginess is cool" and cheap-cheap in technology and services is slowly subsiding, in neighboring countries such as Austria, Switzerland, France, Benelux, and the Nordic countries, there is a growing awareness that the services offered have something to do with quality and benefits for the customer!

Products and services from

with quality standards and service standards at a reasonable price are growing steadily. The principle of everything from a single source (consulting, installation, service) directly from the manufacturer appears to be particularly important.

In terms of global resonance, it is important to promote products and services "Made in Germany" and place them on the European market. Companies, plant and machine manufacturers that control their own services and, in line with the market, keep them "under one roof" and

thus bringing their core competence to the customer!

Of course, clear pricing and investment statements, as well as genuine consulting/planning/delivery/service support, are an absolute must. Customers are offered an optimal and reliable technical system. Short-term surcharges are not recommended. Medium- and long-term structures and implementations are the goals and strategy. Durability, operational reliability, and cost-effectiveness are the values for returns and benefits, which benefit both the customer and the supplier!

V Networking of expertise and services

Initial discussions at the 4th Water Day 2007 took place between W.A.L. water suppliers

technology and Ecolab. Take Novotel Munich City, for example: the hotel was supported from planning to opening and operation—very successfully and without complications—thus

best results. Competent support was provided by W.A.L. in conjunction with building services and Ecolab Service. The beginning of a successful collaboration.



Ecolab®

Worry-free dishwashing at the Hotel Ibis Bremen Altstadt

When the dishwasher service technician becomes a regular guest at the , it's time to find a solution to the technical weak point in the business.

At the Hotel Ibis Bremen Altstadt, the dishwasher was breaking down more and more often. This always happened when the hotel was fully booked and breakfast guests were asking for more dishes. Only one-third of the cups in a washed dish rack could be used; the rest had to be rinsed and polished by hand.

It was clear that something had to change at the 118-room hotel. In addition, regular water and dish inspections by Fresenius revealed that the hotel did not meet ACCOR standards. The old dishwasher was nowhere near meeting the required cleaning performance.

An investment of around €7,000 seemed inevitable when breakfast manager Ms. Jehrke learned about Ecolab's EcoTemp "carefree concept" water guide. An appointment was made with Ecolab consultant Frank Behrens, and after some initial coordination, an EcoTemp ET 15-M hood machine is now in operation, preceded by an RO 18 under-counter osmosis system, with flawless washing results. An osmosis system is very important here, as it ensures optimal water that

contains lime or disruptive salts, thereby enabling the best hygienic washing results. "The dishes and glasses come out of the dishwasher spotless. Here and there, one or two pieces of cutlery need to be polished. The next rush of guests for breakfast is no longer a problem," reports Ms. Jehrke.

For 1 1/2 years now, the Hotel Ibis Bremen Altstadt has been working with the EcoTemp "carefree concept," a comprehensive concept on a rental basis that includes the dishwasher, osmosis system, cleaning products, dosing technology, and service with regular maintenance. EcoTemp

means you no longer have to worry about perfect and hygienic washing results. This is all part of the "carefree" concept, and with just one point of contact.

"With EcoTemp, washing up is no longer an issue for us. No technical problems and no more re-rinsing , plus excellent support from Ecolab consultant Frank Behrens. If a problem does arise, Mr. Behrens is there to help. We

can now concentrate on what's important: satisfied guests," says Ms. Jehrke with conviction.

For more information on Ecolab's EcoTemp "carefree concept," please contact Engelbert Manzinger at 01 72 / 664 07 79 orengelbert.manzinger@ecolab.com .





THE RIGHT WATER TREATMENT

The must-have for perfect results – the field report

W The importance of proper water treatment for flawless dishwashing results () is illustrated here with examples from practice.

The starting point is a newly equipped dishwashing kitchen whose operator is a long-standing and satisfied ECOLAB customer. However, after the kitchen was renovated

i.e., the replacement of the appliances (dishwashers and osmosis system), the following problem arose:

After the dishwasher had been running for approx. 1 hour, the washing results no longer met the standard jointly set by ACCOR and ECOLAB.

On the contrary, the impairment was serious, even though no changes had been made to the cleaning products or the dosing technology.

Even after several test runs in which the dosing was varied, there was no improvement. The dishes continued to leave the machine in an unacceptable condition.

The dosing system, dishwasher, and osmosis system (water treatment system) were then examined more closely.

The tests showed that the poor washing results were not due to the cleaning products used or the dosing technology from ECOLAB. The osmosis system was also functioning properly, but it was unable to provide the required amount of water at a consistent

consistent quality. The reason for this was an incorrect calculation of the amount of water used. Based on this miscalculation, an osmosis system that was too small was installed.

The conclusion is that the interaction of all components—dishwashing technology, chemicals, and water treatment—is crucial for achieving optimal hygienic dishwashing results. This means that when planning a dishwashing kitchen, care must be taken to ensure that all installed appliances have the required capacities. If the water used is not properly treated, even the best detergent and the best dishwasher will not achieve satisfactory results.

In another case, the ECO-LAB consultant was also called to an AC-COR hotel because of poor washing results.

After checking the dosing technology, the water treatment (softening system), and the dishwasher, a major defect was found in the dishwasher.

This was described in Ecolab's customer service report and discussed in detail with the management and the head of building services.

After the building services department had obtained a cost estimate for the repair, the request for an EcoTemp dishwasher was

the responsible ECOLAB consultant.



The following must be taken into account when In order to prepare an accurate quote, the following must be taken into account.

The water quality must be checked; the ACCOR standard stipulates that newly installed dishwashers and glasswashers must be operated with osmosis water.

Once all the water data has been determined, an EcoTemp quote including the RO18 osmosis system is prepared. This is followed by consultation with the ACCOR headquarters in Munich. After the contract is signed, the system is installed, the dosage is adjusted, and the staff is trained.

In this real-life example, the systems have been running without any problems since commissioning, the washing results are optimal, and cleaning agent costs have been reduced by approximately 10%.

The most important thing for ECOLAB as a partner of ACCOR can only be customer satisfaction.

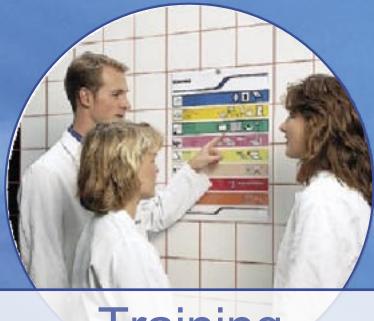
Detlef Halm, Ecolab

With EcoTemp®

Everything from a single source!



Service concept



Training



Products



A contact person



Sparkling
dishwashing
results

ECOLAB®



Dishwasher and osmosis system

Don't worry, we'll make sure your dishes come out sparkling clean!

For further information about our EcoTemp carefree concept, please contact Mr. Engelbert Manzinger on 0172/6640779 or send an email to engelbert.manzinger@ecolab.com

Partnership throughout Germany.

Ecolab Deutschland GmbH and KINTEC® / WAL GmbH



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